

The Art and Science of Facilitating
Peer Interactions,
Teams and Meetings

Ever feel like you wish you could change someone else's behavior? Catapult your facilitation skills and practices to create and deliver relevant, immediate, and useful meetings that will have you and your peers exclaiming, "Wow. That was the best meeting yet!" You will learn non-negotiables for facilitation, 20 advanced facilitation tools and methods, mistakes to avoid, memorable tips for the facilitator, setting guidelines and agreements, how to open and close a dynamic meeting. We will problem solve facilitation dilemmas and how to respond. You will leave with a 16-page Facilitator's Guide and answers to How do I resolve conflict? How do I get him/her to change? How to prevent anyone from dominating the conversation? How to redirect side issues? How to move along a silent or stuck group? What do I do when someone has "dropped out" and no longer is participating, staring out the window, and/or arms are folded? What do I do with a *nay sayer* that says, "*That will never work*", shoots holes in what is said, demonstrates negativity, and/or rolls his or her eyes? What do I do with people who have side conversations at their tables or by the side of room, leave frequently for the rest room, and want to know when are we going to lunch? What do I do to keep the energy high? This workshop will teach you highly advanced communication techniques and is geared to your unique questions. Bring along a colleague or better yet your entire team for a highly interactive and fun dialogue and learning experience.

Unless otherwise noted, all classes will be held at CAPS , 32 College Street, Montpelier	
Location:	CAPS
Time:	9:00 – 4:00
Cost:	\$110.00
Course Code	045169
Session Code	Date specific: See Electives calendar for session code
Instructor:	Jo Romano
Registration Deadline	5 business days in advance of the course